

COV Questions and Answers (from the training sessions)

I would like to see my card proofs, when will I see them?

DOA will receive all card proofs. Once DOA has reviewed and approved the proof, it will be forward onto you for your review.

What is a Turbo file?

A turbo file is an excel file that will be used for the Pcard roll-out. This file is populated with cardholder data so that GE can process/issue the cards for your agency, institution or PSub.

When will I receive my cards?

The card roll date is dependent on when you submit your turbo file for Pcard and applications for Travel to DOA. Cards will be issued during the month of October. DOA will communicate a transition plan; log in id's for SAM and other items when cards are issued.

When do I cancel my cardholders AMEX cards?

Once your cardholders receive their cards, AMEX accounts should be cancelled within 2 weeks. Basically you will need to send an email to DOA requesting AMEX cards be cancelled and DOA will cancel AMEX cards on behalf of the agencies.

Who will cancel the AMEX cards?

DOA will do that based on when and how the cards will be delivered. The PA will need to notify DOA of the time to cancel cards, AMEX cards should be cancelled 10-14 days after cards are delivered to cardholders.

Can I still apply for an AMEX card?

If an employee needs a card prior to October 30th, you can request a card from AMEX. However if an employee needs a card after October 30th email that information in a turbo file to DOA and they will forward to GE requesting a MasterCard be issued.

When will PAs receive contact information?

As you go live with your program, DOA will forward contact information to you.

Do we still have the transition and monthly variance on limits?

No, with GE it is 0 % on Pcards.

Who will do 1099 reporting?

1099 reporting will continue to be the responsibility of those who do this under the AMEX program. There are no changes to this process.

When can I run 1099 reports?

You can run 1099 reports anytime you want to check the data. However, keep in mind that the 1099 flag is based on what information the supplier has set themselves up with their acquiring bank.

What is the billing cycle?

The billing cycle for COV is the 15th of the month. However, if the 15th falls on a weekend or a holiday, the cycle date will be the next business day. For example: October 15th falls on a Saturday. Therefore your cycle date would be October 17th. DOA has listed the billing cycle dates on their website.

Will there be an eVa flag in SAM for suppliers?

At this point in time there has been no decision to pass this information in SAM. However, DOA will discuss with GE in 2006.

Who do I contact if I want to change MCC restrictions?

Contact the GE Customer Service Team.

MCC restrictions –what will the process be if a PA wants to unblock an MCC that is currently blocked.

Contact GE Customer Service Team.

Is there a listing of MCC available to the PAs?

Yes, DOA will place the listing on the website.

Is there a way for us to determine the MCC code for Greyhound Bus or Trailways?

The MCC for Greyhound Bus and Trailways is 4131 for BUS Lines. MCC 4131 (Bus Lines) is included in the travel table

What do I do with the data I need from AMEX?

You should run reports within “at work” and burn the data to a CD before December 31st. Information will not be available to you after the 31st of December.

How long will the PAs have access to AMEX data?

DOA will be sending out a communication to PAs to copy data onto a CD, what to do for 1099 reporting and SWAM reporting.

When is the last time to see a statement from AMEX?

The November 20th should be your last statement from AMEX. However, there may be cases where you may have minimal charges on your December 20th statement. If you have any charges that hit after 12/31/05, you will still get a statement in the mail and you will have to make a payment. If you end up with a credit balance on an agency statement, you can request a refund from AMEX.

Will the MasterCard's be set up with the same restrictions as AMEX?

Yes the MCC blocks and fraud tables will be the same.

When will cardholder training on Pcard be available?

DOA will have training available for cardholders by December

How will applications be processed?

For the smaller agencies (less than 100 cardholders) submit new applications to DOA and DOA they will submit to GE. For those that are larger, they will be provided with a SALT (security process) in order to submit tubo files directly to GE.

Will I need to go into NetService to note lost/stolen or a fraudulent card?

No, if a card is lost or stolen or has fraudulent charge, please contact GE and GE will close the account and reissue a new card.

Political Subs would like to classify suppliers in SAM, is this possible?

Please forward an email to DOA providing requirements.

When will cards be available to undercover agents?

DOA and the agencies with undercover agents will be working with GE in January 2006 to define program requirements, develop a pilot plan and then roll-out an implementation plan.

Can Purchasing Cards be used for Travel?

Yes, however this is available only to localities.

I would like a file feed from SAM to my general ledger. Is this possible?

You will need to complete the IT questionnaire listing your requirements and email that to DOA.

Can I get a ghost account?

This is in pilot and will be open to the agencies in March or April of 2006. DOA is currently reviewing other GE products to determine best fit for COV.

Will there be any changes to CAPP?

Yes, there will be minor changes to CAPP that will be communicated to you.

Will we need tax-exempt stickers to place on the cards?

The word tax exempt will appear on the Pcards and Gold Cards.

Can FRS numbers be stored in SAM?

Currently the CARS Chart of Accounts will be loaded into the SAM database. If there are other requirements that you did not note originally on your IT questionnaire, complete a revised IT questionnaire and email that to DOA for review.

The City of Martinsville would like their cardholders use Transaction Review.

Please forward an email to DOA with requirements and DOA will work with GE.

Can we set up a "test" SAM database for PAs to run reports and view transactions?

GE will set up a database with dummy transactions and passwords and ids. Please email DOA if you are interested.

When will cards expire?

Cards will expire every 2 years. However, DOA will discuss this with APA and GE in 2006.

Will over the counter purchases be captured in a report?

If you did not provide this as a requirement on your IT questionnaire, please complete a revised questionnaire and email that to DOA. Currently UVA is the only higher ed that has communicated this requirement to GE.

How are the Air Travel Accounts be used?

The airline travel accounts will be used for airline travel and will be centrally billed to the agency. The transactions will also be stored in SAM

Air Travel Card – (agency liability, separate statements).

If not on the implementation document, email DOA and they will set up. You can charge airline purchases to Pcard.

How do we stop Suppliers from charging tax on transactions when we are tax exempt?

It is the responsibility of the cardholders to tell the suppliers at the time of purchase that the transaction is tax exempt.

Who do I contact if there is a name change on the cardholder's account?

Contact the Customer Service Team at GE and have a card issued with new name and same MC account.

Will there be a tutorial that the PAs can forward to cardholders regarding NetService?

Yes, DOA will have a cardholder training document on the website by the end of October.

Is there cardholder training available for SAM?

DOA is reviewing this to potentially rollout in 2006. DOA will forward training documents at a later time.

How will the PAs and cardholders receive statements?

PAs and Cardholders will receive paper copies and also have access to NetService. If you want the paper statements turned off, please forward an email to DOA.

What is the process to have someone go from a Pcard to a Gold Card?

Send an email to DOA and DOA will forward a request form to be completed

Will the credit card impact the cardholder's personal credit?

No

To be communicated on DOA website:

Best Practice- people traveling abroad, put note in NetService so that fraud team knows that it is they will see charges on cardholders account

5K limits on travel card—communicate process for PAs to email DOA first and then make change----audit routine?

I do not allow ATMs on the travel card and would like traveler checks, is this possible?

The GE MasterCard program does not issue traveler checks. However, Traveler's checks can be purchased with the GE Travel Card and incur no cash advance fee if the

MCC's at the point of purchase are: 6050- Quasi Cash Member Financial Institution or 6051- Non Financial Institutions-Foreign Currency Money Order.

How are the cards going to be sent to cardholders?

Based on how you completed the set-up document provided to GE, cards are either bulk shipped to the PAs or are sent directly to the cardholders. If you are unsure of how your cards will be delivered, please contact your implementation contact at GE.

Supplier Strategy

Can a listing be provided of those supplies listed as SWAM suppliers by MasterCard vs. DMBE?

The PA is to send DOA an email with a listing of the criteria on the report. Based on the request, GE will research to determine what can be provided to you.

Of the 24 million merchants who accept MasterCard, what % are US based and what is the % of level 2 and level 3 merchants?

MasterCard is working on providing GE with this data no later than EOB 10/10/2005.

How do I know if my suppliers accept MasterCard?

The DOA can provide you with a template that needs to be used for MasterCard Acceptance Reporting. This process should not be used for one-off suppliers. Please complete the template with all of the required headers, and forward an email to DOA and they will communicate this to GE's Supplier Strategy team. Once the Supplier Strategy Team has the completed template they will forward that on to MasterCard to determine which suppliers accept MasterCard and those who do not. The Supplier Strategy Team can then work with you to target the list of suppliers for acceptance..

What are the supplier interchange rates?

The interchange rate a supplier pays is based on several factors; the acquiring bank, the annual number of transactions, annual volume, level of data being passed, etc. Each supplier must contact the bank directly for a quote.

Batching of transactions suppliers will only process charges once a week. Also in some cases the suppliers take 3 months to process a credit-this exists today with AMEX.

As for waiting 3-months to issue a credit, we are not aware of anything that would cause a supplier to wait that long and would suggest that you only wait 15 days from the date listed on the credit slip provided by the supplier. In this case, we would recommend that the cardholder file a dispute. The dispute form is located on the back of every statement. The cardholder should have the supplier provide the client with a "Credit Slip" or written confirmation that reflects the supplier is going to be issuing a credit. This credit slip needs to be dated. The cardholder should provide a copy of this "Credit Slip" with the completed dispute form to GE. In this instance the Disputes team will issue a charge back on the account if the merchant's credit does not appear on the cardholder's account within 15 days of the date on the credit slip. The chargeback will result in a credit on the

account that will only be reversed if the merchant subsequently issues the credit or provides an alternative remedy in accordance with MasterCard rules and

Strategic Account Management

When will passwords expire in SAM?

Based on a decision by DOA, your password will expire every 90 days in SAM.

What is the process for adding new users to SAM?

Send an email to DOA requesting that additional IDs are needed and who will use the IDs

What happens if you log into SAM 3 times unsuccessfully?

The PA will need to contact DOA to reset your password.

How soon will a cardholder appear in SAM once their Pcard or Travel card has been issued?

The cardholder will appear in SAM anywhere between 48 hours to 5 days.

What is the process before I delete a folder in SAM?

Before deleting a folder, you will need to make sure that you move all cardholders from that folder. If you do not do follow this process, you will need to notify DOA.

Do I need to check the cardholder folders in SAM daily?

Yes, we recommend that you check your folder daily for new cardholders, so that you can move them to the appropriate folders within your hierarchy.

Can I have our cardholder's employee id number stored in SAM?

There is a user-defined field that is available within SAM that can store the employee id number. DOA and GE will discuss this option and once DOA approves a communication will be forward to the PAs.

Is it possible to allow some view only capabilities in SAM?

Yes, please notify you PA and they will set you up with the appropriate security within SAM.

Is there a report in SAM to pull statement balances?

There is a statement report in SAM. However, GE recommends that you pull this information from NetService (via a print screen)

When should I schedule reports in SAM?

GE recommends that you schedule reports to run between 2AM – 5AM Eastern.

When should I schedule reports in SAM so that I can capture data based on cycle date?

Since COV cycles on the 15th of the month and there are cases where the 15th falls on a weekend or holiday. We recommend that you schedule reports to run in SAM on the 19th or the 20th..

Can I schedule all reports in SAM?

Yes, all reports within SAM can be schedule and is the recommended process. When scheduling reports you should select the time of 2AM-5AM for the reports to be run.

Will I see purchases on Pcard and travel in SAM?

Yes, the SAM database will contain: Pcard, Travel, Gold Card and Air Travel charges.

Will cardholders use SAM to review their transactions?

DOA will review the features of Transaction Review within SAM in 2006.

The suppliers in the DOA database consist of all of the suppliers across COV. Will I be able to view suppliers for my agency?

Yes, the data you pull in SAM will be set up based on your security and hierarchy. Therefore, when you run a report the data provided to you will be specific to your hierarchy.

Is there a listing in SAM that will show what suppliers cardholders are making purchases?

Yes, you can view this information in the Merchant Administration screen and also generate reports within SAM.

Where does the 1099, TIN, single woman, flags within SAM come from for suppliers?

This data is provided by the supplier to their acquiring bank. Please note, that the information is as accurate as what the supplier is providing and GE does not scrub this data in SAM.

Does the supplier populate the TIN in SAM.

The PA or DMBE will need to scrub this data, if the supplier does not pass it.

Is there a report in SAM that will provide me with cardholder name, number of transactions and total spend?

Yes, there is a Cardholder Roll-up report available that is based on your hierarchy. As a reminder, GE recommends that you schedule this report (between 2AM-5AM) based on the frequency.

Will a cardholders' SSN be stored in SAM?

If the cardholders' SSN is provided on the application, it will be stored in SAM. This data is not viewable in SAM, but can be provided via a report generated from SAM. However, for security purposes, only the last 4 digits will be provided on the reports.

Is there a report that the PA can provide to the cardholders that will list their transactions for a particular date range?

Cardholders can use NetService to review their transactions or the PA can pull a report from SAM.

If you receive a Windows XP block/Pop-ups in SAM....

If you receive this message when in SAM, just click on okay. Next you will see a message at the top of the screen regarding pop-up. Click on always allow.

Just a reminder regarding Private vs. public reports.

All PAs should to save their reports as private reports within SAM. Any public reports will need to be created/approved by DOA. Any new public reports created will be communicated in the bulletins.

Will you be able to view the travel folder and Pcard folder if I am only responsible for Travel?

No, the hierarchy within SAM will only allow you to view the Travel folder, unless you are listed as backup PA for Pcard.

How will I know about enhancements to SAM and NetService?

GE will communicate enhancements to DOA, who will then forward onto all PAs. In addition, the GE Product team will participate on the PA calls to review the enhancement and address questions.

SAM enhancement listing

- Ability to schedule reports and send to PA and other contacts within business.
- Cancelled accounts- option of moving without manual effort in SAM
- Print notes added to a cardholder admin screen- PA asked if instead of doing a print screen, could we add the functionality so that they can print their notes in a PDF format?

SWAM Reporting

Will SWAM reports be available in SAM?

Yes, DMBE will be updating the suppliers within the SAM database via a file feed and DMBE will manually update the suppliers within SAM. The supplier table within SAM contains a user-defined field. One of those fields will contain a comment that this supplier is certified by DMBE. Also, DMBE is designing a Public report. Once this is completed, DOA will send a communication to the PAs when the report is available.

Will the SWAM information appear on the upper portion of the Merchant Administration Screen?

There will be a field that will note if a supplier is DMBE certified.

Who will maintain the SWAM data in SAM?

DMBE will maintain the information in SAM. If you notice that a supplier is not labeled as a DMBE supplier and should be, please contact DMBE.

How frequently will DMBE update SAM?

DMBE will send a file to update SAM on a monthly basis.

DISPUTES

How does a cardholder dispute a charge?

DOA recommends that the cardholder contact the supplier first to resolve before going into NetService and disputing a charge or notifying the PA to dispute a charge.

How long do I have to dispute a charge?

You have 90 days to dispute a charge.

If a cardholder is not using NetService, how does he/she dispute a charge?

A cardholder can dispute a charge by completing the form on the back of their statement.

NETSERVICE

Can we change the cardholder's name in NetService?

No, please contact customer service to make this change.

How many characters are in the address field lengths within NetService ?

There are currently 2 address lines available. Each address line allows up to 36 characters.

What information be provided to the cardholders on how to use NetService?

A cardholder tutorial will be provided on the website during the month of October.

A PA places a temporary credit increase on a cardholder's account and the limit is about to revert back to the original limits. Can an email be sent to the PA and the cardholder?

A reminder is currently sent to the PA.

How many days can I extend the temporary credit limit?

You can extend the limit out to 180 days.

Do the Program Administrators need to log into SAM in order to access NetService?

Yes, that will be the process to follow.

What if the Fiscal Contacts need access to NetService to pull statement copies?

Email DOA to set them up with access and IDs.